

SPECIAL SERVICE FOR GROUPS
Homeless Outreach Program Integrated Care System
JOB ANNOUNCEMENT

Title: CES Project Coordinator

Supervisor: Manager, Community Engagement and Social Impact

FLSA: Exempt/ Full-Time

Division: HOPICS

Rate: TBD

Revised: January 27, 2021

Summary

Under the supervision of the Manager, Community Engagement and Social Impact this position will have the responsibility for coordination of various Flex Funds programs in the SPA 6 Coordinated Entry System (CES). S/he will provide administrative support, navigation, system specific knowledge, and direct service assistance to the agency and community partners accessing funding for clientele. S/he will be responsible for maintaining positive customer service, updating tracking systems, projecting budget areas, communicating to partnering agencies, and supporting other CES- related events in SPA 6. The following are responsibilities:

Essential Functions:

- Must know, understand, and be able to apply the HUD definition of homelessness and chronically homelessness
- Must possess knowledge of SPA 6 CES and be able to articulate this information to community stakeholders
- Oversee flex funds projects
- Respond to requests and reference guidelines for submissions before approval
- Provide accurate and timely responsiveness to agency and community partners
- Maintain accurate up to date tracking log of all SPA 6 CES financial assistance expenditures
- Review and submit CES financial assistance packets in accordance with SPA 6 CES policies and procedures
- Provide optimal customer service when addressing concerns an/or inquiries regarding flex fund requests
- Participate in all community-related meetings
- Ongoing evaluation and assessment of processes in relation to funding and relay to Manager
- Support CES Regional Coordination efforts for SPA 6 CES
- Maintain accurate and updated documentation
- Collaborate effectively with HOPICS CES subcontracted agencies and community partners
- Administer appropriate cultural messaging appropriate for homeless service providers
- Knowledge, skills and professional practice with State/ Federal/Government contracts and grants
- Ongoing participation in CES meetings hosted by LAHSA and United Way
- Submit timely reports to Manger and SPA 6 CES funders

- Ensure confidentiality of client information in accordance with HIPPA, and CFR 42 confidentiality laws and HOPICS policy
- Perform any other appropriate responsibilities as assigned by Manager
- Adhere to SSG's Code of Ethics and HOPICS' Core Values
- Represent the Agency in a professional manner at meetings and community events

Minimum Qualifications – Knowledge, Skills and Abilities Required:

- BA/BS Degree and Submit timely reports to Deputy Director and SPA 6 CES funders
- (2) year's job-related experience working with the homeless population or MA/MS Degree and (1) year's job-related experience work with the homeless populations
- If in recovery, a minimum of three (3) years of being drug and alcohol free is MANDATORY.
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
- Moderate computer word processing skills necessary; must have experience with Microsoft Excel and Google Suite
- Ability to communicate effectively, both written and orally.
- Verification of Employment Eligibility and Background Clearance.
- TB test required (Not more than (3) month prior to or (7) days after Date of Hire and renewed annually thereafter).
- CPR and First Aid certification required within 30 days of employment with company.
- Must have valid California Identification.

Environmental Conditions (Working Conditions)

- Exposed to highly aggressive clients: must communicate with many sources including public paying agencies, courts and outside community agencies: some evenings and weekends may be required, sometimes noisy, loud and disruptive clients.

Physical Requirements

- In the course of performing this job, the incumbent typically spends time sitting, standing, walking, speaking, and listening. Must sit at computer for data entry and reports: sometimes spend time driving and walking and carrying equipment/files/charts. Speak to staff and outside agencies in public meetings and Provider Meetings. Represent the Agency in a professional and positive manner

Mental Requirements

The incumbent in this position must be able to:

- Uncontrollable changes in priorities/work schedules.
- Relate to other people beyond giving and receiving instructions, and exposure to inappropriate behavior and language of others.
- Must be able to handle any/all of the following: interruptions, changes in priorities/work schedules; be able to process information, think, and conceptualize.
- Maintain work pace appropriate to given workload

- Relate to other people beyond giving and receiving instructions
- Effectively influence people on a consistent basis
- Make generalizations, evaluations or decisions without immediate supervision
- Accept and carry out responsibility for direction, control, and planning
- Communicate information to callers; Research material to answer caller's questions; Respond cheerfully to callers
- Perform simple, repetitive, complex or varied tasks